

	GDIT																Overall Total
		Weekly							Month								
		Weekly Report															
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	6,621	4,893	13,962	3,371	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	131,763
	# Indexes Complete	3,803	3,041	9,043	2,188	1,851	1,632	2,082	7,389	19,434	18,308	12,448	6,722	4,119	4,211	3,313	99,630
	% Indexes Complete	57.6%	62.3%	65.0%	65.2%	69.7%	72.4%	67.6%	73.9%	78.2%	82.3%	83.0%	82.5%	83.5%	78.3%	80.5%	75.8%
	# Indexes unreachable (Max Attempts)	2,693	1,852	4,919	1,183	826	638	1,016	2,692	5,472	3,949	2,565	1,433	821	1,182	814	32,008
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	40.8%	38.0%	35.3%	35.3%	31.1%	28.3%	33.0%	26.9%	22.0%	17.8%	17.1%	17.6%	16.6%	22.0%	19.8%	24.4%
	# Indexes Attempted calls (all completions + at least 1 attempt)	6,543	4,878	13,921	3,356	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	131,345
	Average time from Index Received to Index Reached	1:04:54:04	0:13:50:45	0:11:33:43	0:09:32:09	0:11:11:14	0:16:54:28	0:15:48:17	0:12:56:26	0:14:06:23	0:15:26:27	0:18:09:09	1:03:37:54	1:18:30:04	3:00:08:49	3:09:45:56	1:04:06:41
	Average Index Handle Time	0:00:14:58	0:00:13:56	0:00:13:50	0:00:15:07	0:00:15:42	0:00:16:55	0:00:15:30	0:00:13:57	0:00:13:50	0:00:13:31	0:00:13:02	0:00:13:58	0:00:13:04	0:00:12:45	0:00:14:01	0:00:13:48
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	23.9%	48.4%	56.3%	58.1%	58.2%	57.3%	55.8%	63.2%	66.6%	71.8%	72.6%	72.2%	68.9%	58.1%	52.5%	62.7%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	65.7%	99.9%	100.0%	99.8%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	98.6%
Contacts	# contacts generated	5,987	5,036	16,098	4,201	3,669	3,548	3,739	13,360	39,110	48,338	36,842	21,074	14,495	9,572	6,923	231,962
	# contacts generated per Index Complete	1.6	1.7	1.8	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.3
	# contacts complete	5,279	4,491	14,004	3,444	3,071	3,071	3,493	12,742	36,686	43,040	32,579	18,426	12,757	8,725	6,388	208,276
	% contacts complete	88.2%	89.2%	87.0%	82.0%	83.7%	86.6%	93.4%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.2%	92.3%	89.8%
	# contacts unreachable (Max Attempts + missing phone numbers)	564	545	2,094	757	598	477	246	618	2,424	5,298	4,263	2,648	1,738	847	535	23,542
	% contacts unreachable (Max Attempts + missing phone numbers)	9.4%	10.8%	13.0%	18.0%	16.3%	13.4%	6.6%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.8%	7.7%	10.1%
	# contact attempted (all completions + at least 1 attempt)	5,871	5,036	16,098	4,201	3,669	3,548	3,739	13,360	39,110	48,338	36,842	21,074	14,495	9,572	6,923	231,846
	Average Time from Contact Generated to Contact Reached	0:07:47:50	0:16:31:22	1:01:26:12	1:00:12:56	1:02:17:00	1:04:16:10	2:02:20:35	1:10:49:12	1:09:55:17	1:14:48:03	2:11:39:39	3:20:29:07	4:22:31:41	4:16:38:35	5:17:05:55	2:23:32:50
	Average Contact Handle Time	0:00:18:10	0:00:14:26	0:00:13:27	0:00:14:29	0:00:15:00	0:00:14:16	0:00:12:38	0:00:12:44	0:00:12:32	0:00:12:10	0:00:11:17	0:00:11:25	0:00:10:45	0:00:10:19	0:00:13:47	0:00:12:20
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	73.9%	73.2%	69.6%	66.0%	69.4%	70.6%	72.3%	76.7%	76.7%	73.3%	69.8%	67.0%	64.1%	60.6%	63.0%	70.8%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	92.6%	99.1%	99.3%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.1%
	Average Time from receipt of initial case name to full completion of all related contacts	1:11:28:20	1:04:47:48	1:09:38:56	1:05:58:45	1:09:33:16	1:12:10:22	2:09:00:17	1:17:29:42	1:19:10:54	2:04:55:32	3:07:10:38	4:10:55:57	6:07:43:34	5:11:49:55	6:19:26:41	3:14:36:42